

## II. Changes to the Specification

Please substitute the following paragraphs for the pending paragraphs having the same number. Changes are indicated by markings.

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[0009] The Internet is a worldwide system of computer networks - a network of networks in which users at one computer can obtain information from any other computer and communicate with users of other computers. The most widely used part of the Internet is the World Wide Web (often-abbreviated "WWW" or called "the Web"). One of the most outstanding features of the Web is its use of hypertext, which is a method of cross-referencing. In most Web sites, certain words or phrases appear in text of a different color than the surrounding text. This text is often also underlined. Sometimes, there are buttons, images or portions of images that are "clickable." Using the Web provides access to millions of pages of information. Web "surfing" is done with a Web browser; the most popular of which presently are NETSCAPE NAVIGATOR® browser software available from Netscape Communications Corp. of Mountain View, California ~~Netscape Navigator~~ and MICROSOFT INTERNET EXPLORER® browser software available from Microsoft Corporation of Redmond, Washington ~~Microsoft Internet Explorer~~. The appearance of a particular website may vary slightly depending on the particular browser used. Recent versions of browsers have "plug-ins," which provide animation, virtual reality, sound and music.

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[0011] The user device 110 may be a microprocessor-based computer terminal, a pager that can communicate through the Internet using the Internet Protocol (IP), a Kiosk with Internet access, a connected personal digital assistant (PDA), ~~or PDDA~~, (e.g., a PALM™ PDA device manufactured by Palm, Inc.) or other device capable of interactive network communications, such as an electronic personal planner. User device 110 may also be a wireless device, such as a hand-held unit (e.g., cellular telephone) that connects to and communicates through the Internet using the wireless access protocol (WAP).

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[0026] The framework of the system is premised on the idea that teachers should focus on improving their capabilities in areas that have a direct impact on the performances of their

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classes. Extensive research has been conducted by both the Hay Group – the assignee of the present application – and the United Kingdom into how highly effective teachers achieve results. This research has included classroom observation, in depth interviews with teachers and the use of focus groups, as well as the collection of personal and school data. Examples of this research can be found in *Research into Teacher Effectiveness: A Model of Teacher Effectiveness*, Research Report No. 216, Department of Education and Employment, Crown Copyright (2000); and at <http://www.ncsl.org.uk/index.cfm?pageid=211> (visited November 14, 2001; National College for School Leadership page). An analysis of the data revealed that three measurable factors influence classroom teacher effectiveness: teaching skills, teacher characteristics and classroom climate.

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